

After School Parent Handbook

CITY OF
GREENSBORO

PARKS AND RECREATION DEPARTMENT



**GREENSBORO
PARKS AND
RECREATION**

Greensboro Parks and Recreation Department
1001 4th Street
Greensboro, NC 27405

Dear Parent/Guardian,

Welcome!

You have officially enrolled your child into the City of Greensboro Parks and Recreation After School Program! This handbook is designed with the parents in mind, to serve as a helpful insight into the After School Program offered by the Greensboro Parks and Recreation Department. It includes detailed information about After School activities, dates and times of operation, payment procedures, inclement weather policies, important dates, policies, and procedures.

The school year can be an exciting and busy time for our participants. When your child arrives at our program, they will be given the opportunity to participate in recreational activities, field trips, and even make new friends all while getting their homework done. It is our goal to positively impact the lives of our participants as well as fostering a truly, lifelong experience.

This handbook is provided as a key resource for you as a parent/legal guardian of a participant in our After School Program. Inside, you will find an abundance of information to ensure you can count on us to provide your child with a wonderful After School Program experience. We encourage you to read this handbook thoroughly, and keep it in a safe place for easy reference during the After School Program.

We welcome both you, and your child to the Greensboro Parks and Recreation Department.

With Anticipation,

Greensboro Parks and Recreation Staff

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Mission, Purpose, and Goals

Greensboro Parks and Recreation Department

- *Mission Statement* –

“The Greensboro Parks & Recreation Department exists to provide professional and diverse leisure opportunities through inclusive programs, facilities, parks and open space, ensuring that Greensboro is a desirable place to work, live and play.”

After School Purpose

“Our programs provide an affordable, exciting, educational, and unique experience for the youth of Greensboro, North Carolina. The After School Program strives to provide a safe, engaging, and diverse array of activities that stimulates the physical, mental, and social needs of our participants. Every child should leave each day with a stronger sense of self-esteem, confidence, and independence.”

Goals

- To provide a safe atmosphere is always our # 1 priority.
- To provide a fun, welcoming environment for children 5-12 years old.
- To teach the value of cooperation, competition, and community-building.

Community Recreation Center Locations/Contact Information

Brown Center
336-373-2920
302 E. Vandalia Rd.
Greensboro, 27406

Craft Center
336-375-2233
3911 Yanceyville St.
Greensboro, 27405

Glenwood Center
336-373-2929
2010 Coliseum Blvd.
Greensboro, 27403

Griffin Center
336-373-2928
5301 Hilltop Rd.
Greensboro, 27407

Leonard Center
336-297-4889
6324 Ballinger Rd.
Greensboro, 27410

Lewis Center
336-373-3330
3110 Forest Lawn Dr.
Greensboro, 27455

Lindley Center
336-373-2930
2907 Springwood Dr.
Greensboro, 27403

Peeler Center
336-373-5877
1300 Sykes Ave.
Greensboro, 27405

Trotter Center
336-373-2927
3906 Betula St.
Greensboro, 27407

Warnersville Center
336-373-5871
601 Doak St.
Greensboro, 27406

Windsor Center
336-373-5845
1601 E. Lee St.
Greensboro, 27401

Hours and Dates of Operation

Program Dates and Time

Our After School Program begins **Monday, August 24, 2015 and ends Wednesday, June 8, 2016**. The After School Program generally runs Monday through Friday from 2:30-6 pm.

Teacher Workdays, Early Release, and Holidays

On teacher workdays, early release days and some school holidays, hours may be expanded to cover the whole day at no additional cost. On holidays, the program may be closed. Please see the list of dates below for altered hours of operation.

Date	Altered Hours
Monday, September 7	Closed – Labor Day Holiday
Wednesday, September 16	Open 12:30-6 pm – Early Release Day
Friday, October 2	Open 12:30-6 pm – Early Release Day
Wednesday, October 14	Open 12:30-6 pm – Early Release Day
Monday, October 26	Open 7:30am -6 pm – Teacher Workday
Wednesday, November 11	Closed – Veteran’s Day Holiday
Wednesday, November 25	Open 7:30 am-6 pm – School Holiday
Thursday, November 26	Closed – Thanksgiving Holiday
Thursday, November 27	Closed – Thanksgiving Holiday
Monday, December 21 through Friday January 1	*Closed – Winter Break
Monday, January 4	Open 7:30 am-6 pm – Teacher Workday
Monday, January 18	Closed – Dr. Martin Luther King Jr Holiday
Thursday, January 21	Open 7:30 am-6 pm – Teacher Workday
Friday, January 22	Open 7:30 am-6 pm – Teacher Workday
Wednesday, February 17	Open 12:30-6 pm – Early Release Day
Monday, February 29	Open 7:30 am-6 pm – Teacher Workday
Thursday, March 17	Open 12:30-6 pm – Early Release Day
Friday, March 25	Closed – Good Friday Holiday
Monday, March 28 through Friday, April 1	Open 7:30 am-6 pm – Spring Break
Wednesday, April 27	Open 12:30-6 pm – Early Release Day
Monday, May 30	Closed – Memorial Day Holiday

*During winter break, some locations may offer special programs and activities. Check with your center to see what they have to offer!

Registration Procedures

Registration will be taken in person on a first come, first served basis beginning Monday, August 3, 2015. We will continue to accept registration during normal operating hours until all slots are filled. Please call your center of choice for details and to check availability. We recommend registering for the entire school year so you can ensure your child has a spot all year long. Please pay close attention to our cancellation and refund policy on the next page.

Please note that we must have at least 6 children signed up two weeks prior to the start of the week to hold the program. If enough children are not signed up, you will be contacted by staff to arrange for a refund or credit of any payments you have made.

Admission Criteria

Children must be between the ages of 5 and 12 (5 year olds must be in kindergarten) to be admitted into our After School Program. A letter from school or copy of the report card may be required for verification.

Inclusion Criteria

As indicated by our mission statement, the Greensboro Parks & Recreation Department exists to provide professional and diverse leisure opportunities through inclusive programs, facilities, parks and open space, ensuring that Greensboro is a desirable place to work, live, and play.

How do participants qualify for Inclusion Services?

Requests should be made at the time of registration and/or at least two weeks in advance of the start of the program to assure that we have adequate time to develop accommodations and identify appropriate staff to have in place. Please be aware that we do not provide 1:1 services.

Payment Procedure

Each week is \$30 per child. Payment is due the Monday before the week your child will be attending the After School Program. For example, the payment for Week 2 of After School is due on the Monday of Week 1. Please note, additional fees may apply for field trips.

A full payment of \$30 for the first week you are registering for is due at the time of registration.

If only registering for a Teacher Workday, the cost will be \$15 if space is available.

- Accounts with outstanding balances will not be able to register a child.
- Returned checks are charged a \$25.00 service fee. Returned checks will result in all future payments made in cash or money order.
- Please pay close attention to our refund and cancellation policy on the next page.

Cancellation Policy

If you will not be attending a week, you must notify us in writing during the work week prior to the week you are cancelling. For example, to cancel week 23, you must notify us by 5 pm on Friday of week 22. If we do not receive a cancellation notice, you will be required to pay for the week, even if your child does not attend.

Refund Policy

The Greensboro Parks and Recreation Department reserves the right to cancel a program at the sole discretion of the department, including when a program's minimum enrollment is not met. In the event of a program cancellation, the department will attempt to provide as much advance notice as possible to all participants. In addition, the department reserves the right to alter schedules, fees, and instructors as necessary. In the event the department cancels a program, registration fees are 100% refundable except in cases when an alternative refund policy has been provided in writing to registrants at the time of registration.

Program withdrawal and refund requests initiated by participants will be processed in accordance with the criteria set forth below. All requests for a refund of program fees must be received by the department in writing. Refund requests are processed according to the guidelines included below and generally take 2-4 weeks to process, with the exception of payments made by check, which may take additional processing time. The refund check will be mailed to the address provided on the written refund request.

Please note that since registration is taken by the week for the After School Program that each week is considered its own program.

- **Prior to Program Start Date:** Fees are fully refundable less a \$10 processing fee per week.
- **After Program Begins:** No refund is available except in extenuating circumstances as determined by the program supervisor.
- **After Program Ends:** No refunds granted.

Inclement Weather Procedures

If school is dismissed early due to inclement weather, parents will have 1 hour from dismissal to pick their children up from the After School Program. On days when school is closed due to inclement weather, the After School Program will also be closed. Below are fee considerations during longer times of inclement weather.

If, due to inclement weather, the After School Program is closed for:

- 1 Day in the Week: No fee adjustment will be applied; cost is \$30 for the week.
- 2 Days in the Week: No fee adjustment will be applied; cost is \$30 for the week.
- 3 Days in the Week: Fee adjustment of \$10; cost is \$20 for the week.
- 4 Days in the Week: Fee adjustment of \$20; cost is \$10 for the week.
- 5 Days in the Week: Fee adjustment of \$30; no charge for the week.

Sign-Out Procedures

For the safety of our participants, we require the parent/legal guardian to sign their child out at the front desk every day they attend our After School Program. The parent/guardian will need to show proof of identification to center staff in order for them to check out their child from the program.

We understand life is full of surprises and the parent/legal guardian may not be able to pick their child up from program. If the parent/legal guardian is not able to pick their child up, one of the persons listed on the emergency contact list may do so, provided they show proof of photo identification. If your emergency contact information were to change, it is your responsibility, as the parent, to provide the recreation center with the updated information.

Late Pick-up Policy

Parents should make every effort to pick up their children before 6 pm daily. Please consider weather and traffic conditions when making your pick-up arrangements. **If a child is not picked up by 6 pm, a late fee of \$5 will be charged, beginning at 6:01 pm, for every 15 minutes, or portion thereof, you are late. AT 6:30 pm the Greensboro Police will be called to pick up your child.** Parents arriving after 6 pm will be asked to sign a form confirming the late pick up time and recognizing that a late pick up fee will be assessed. If the fee is not paid at the time you pick up your child, the child will not be able to return to the After School Program until the fee is paid.

A maximum of 3 late pickups in a calendar month will result in a one week suspension from the program, and possible termination from the program.

Custody Issues

It is the Center's intent to meet the needs of children, especially when their parents/guardians are experiencing a difficult situation such as a divorce, separation, or remarriage. However, the center cannot legally restrict the non-custodial parent from visiting the child, reviewing the child's records, or picking the child up unless the center has been provided with current legal documents restricting the non-custodial parent from having access to the child. Copies of court documents will be kept in the child's file.

Health/Safety/Medications

The After School staff will not dispense any medication unless the parent or guardian completes a Greensboro Parks and Recreation Center permission to give medicine form. If the child needs to bring medication to the program, it must be in the original prescription bottle. The container should include the prescription on the bottle or a medical prescription if the medication is over the counter. Medication not in its original container, or over the counter medicine without a prescription, will be returned to the parent at the end of the day.

The child is responsible for taking the medication under the supervision of a facility staff

member. The member of staff will sign, date and record the time the medication was taken. In case of a medical emergency, we will have the original bottle on hand to give to the EMS.

Child with Illness

Any child that cannot participate in the After School activities due to illness will need to remain at home. Your child will not be able to attend the program if they are not feeling well. If a child vomits for any reason, they must be picked up by a parent/legal guardian or authorized individual. No child may attend the After School Program if they have ringworm, pink eye, flu or any contagious infection. A doctor must treat any contagious infection; virus or fever. Certain illnesses may require a doctor's note before the child will be allowed to return.

Procedures for Handling Medical Emergencies

In the event of an accident or an illness, every effort will be made by our staff to address the situation and notify the parent/guardian and/or emergency contacts. If a situation requires immediate medical attention, we will call 911 and the child will be transported to the hospital by ambulance.

Fire/Emergency Drills

We conduct fire and emergency evacuation drills regularly. Parents, staff and children will not be made aware of drill dates or times, as this is the most effective way to ensure successful fire and emergency/evacuation plans. During a fire/emergency drill, parents may not sign children into or out of the center. They must wait until the drill has been completed and the children have returned to the building with program staff.

Behavior Guidelines

Child's Personal Rights

Each person receiving After School Program services shall have rights, which include but are not limited to the following:

- To be treated with dignity in his or her personal relationship with staff and other persons.
- To be accorded safety, healthful and comfortable accommodations furnishings and equipment to his or hers needs;
- To be free from cruel or unusual punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threats, mental abuse, or other actions of a punitive nature including but not limited to interference with daily living functions, such as eating, sleeping, toileting, or withholding of shelter, clothing, food, or medication.

Discipline Policy

The children and staff of the After School Program are asked to treat each other with respect, tolerance, kindness, and consideration. Greensboro Parks and Recreation behavior expectations and guidelines will be explained and reinforced with the children of the After School Program.

Children will be given reminders and redirection in order to encourage positive behavior. A child who is unkind verbally will be asked to apologize. A child who uses supplies or equipment inappropriately will be restricted from using the supplies or equipment for a short period of time.

Any activities where participants purposely exclude another child will not be allowed. When a child is disruptive or needs time to regain self-control, he or she will be removed from the group or activity.

Greensboro Parks and Recreation does not condone and will not permit:

1. Corporal punishment
2. Ridiculing, threatening, using an inappropriate loud voice
3. Leaving children unsupervised
4. Use of profanity

A child's behavior is expected to be consistent with the following:

1. Use appropriate language at all time.
2. Cooperate with staff and follow rules/directions.
3. Respect other children and staff, equipment and facilities, and yourself.
4. Maintain a positive attitude.
5. Stay in program areas; running away is not acceptable.
6. Will not be disruptive during any activity or with any group assigned.

The Discipline Policy – Minor Offense

If a child is unable to comply with the behavior expectations:

1. Strike One: Verbal warning/Discussion
2. Strike Two: Time out during a time deemed appropriate by the staff (i.e. loss of game time, swim time, field trip, etc.) The length of all time outs will be determined by the age of the child and severity of the offense.
3. Strike Three: An additional time out and parent will be made aware of the behavior or situation.
4. Strike Four: Offenses will be considered serious and a parent conference will be scheduled.

The Discipline Policy – Serious Offense

1. Strike One: Immediate removal from activity and an incident report will be written and sent home to the parent.
2. Strike Two: One day suspension from the program
3. Strike Three: Expulsion from the program

Behaviors, which may result in immediate dismissal, include but are not limited to:

1. Any action that could threaten or pose a direct threat to the physical/emotional safety of the child, other children or staff. Prohibited conduct may include, but is not limited to, abusive jokes, insults, slurs, threats, name calling, bullying or intimidation.
2. Fighting
3. Possession of a weapon of any kind
4. Vandalism or destruction of property or property of others
5. Sexual misconduct
6. Possession of or use of alcohol or controlled substance unless under the prescription of a doctor.

7. Running away
8. Inappropriate behavior on the bus such as; opening the emergency door, hanging out the window, climbing over or under seats, etc.
9. Any child, who exhibits behavior that threatens his or her well-being, or the well-being of others, is subject to dismissal from the After School Program.

Parent Code of Conduct

Upon presentation of identification, parents/legal guardians have the right to enter and visit the After School Program facility which their child(ren) is/are receiving care. The law prohibits discrimination of retaliation against any child or parent/legal guardian to exercise their rights to visit.

The law authorizes the person in charge of the After School Program facility to deny access to the parent/legal guardian under the following circumstances:

- The parent/legal guardian is behaving in a way that poses a risk to the children in the facility.
- The adult is a non-custodial parent and the facility has been requested in writing by the custodial parent to not permit access to the non-custodial parent.

Under no circumstances should a parent/legal guardian approach another child other than their own. While in the facility parents are expected to act appropriately by speaking in an appropriate tone and using appropriate language at all times. Any parent who does not behave in this manner will be asked to leave the facility.

Any inappropriate behavior by a parent, including verbal abuse of a child or staff member, or confrontation with a center staff member will not be tolerated.

Parent Grievance Procedure

If you have a grievance regarding the After School Program, immediately set up an appropriate time to discuss it with the Center Director. We want to address any questions or concerns you or your child might have regarding the program. Please encourage your child to speak directly to any staff member in the program about issues they are uncomfortable with, so that we can address them in a timely manner.

After School Program Activities

Field Trips

Children may go on field trips on or off-site during longer days. An example of an off-site field trip is the Science Center. An example of an on-site field trip is the Mad Science Presentations. Field trip information will be provided to parents in advance and may require children to have extra money for entry to the activity/site. If your child will not be able to attend a field trip, please make other child care arrangements for your child. Attending trips is a privilege. Staff reserves the right to deny a child a field trip if they feel it is unsafe or hazardous for that child to attend the trip or if the child's behavior warrants removal from the field trip.

Field Trip Transportation

ALL children **MUST** obey the following transportation rules:

1. Children are to be seated with their seatbelt fastened on the vehicle facing forward and listening to staff instructions.
2. When preparing to enter or exit the vehicle, the children are to line up in an orderly fashion to be accounted for.
3. When leaving a vehicle, children must exit the vehicle on the curbside of the road at all times.

The following procedures are followed by City staff when transporting After School Program participants:

- One or more staff members will carry emergency medical consent forms and emergency contact information for each child.
- Staff members will take attendance of all children that are being transported and will take attendance frequently to account for the presence of all children.
- Only authorized City employees are allowed to operate the vehicles. All authorized drivers must be at least 21 years of age, have a valid driver's license, and must contain a clean driving record.
- Vans and/or buses will be used to transport participants and volunteers. At no time will a private vehicle to be used to transport participants or volunteers.

Clothing

If a child brings an extra pair of clothes to the program, make sure the child's name is on the tag or place masking tape on the article of clothing with the child's name on it. Clothing should be appropriate for both indoor and outdoor play and may not display offensive material. Children must have closed toed shoes on at all times.

Snack

All children should bring a snack to each day. Please do not pack anything that needs to be micro-waved or refrigerated. We suggest children bring a bottle of water. We have vending machines that children can buy a drink and a snack for \$.75-\$2.00 per item. Please fill out any allergies your child has on the registration form.

Toys and Electronics

Electronics, cell phones, and gaming devices are not permitted in the After School Program. Greensboro Parks and Recreation is not responsible for damaged, lost or stolen toys that a child brings.

Greensboro Parks and Recreation does not allow any toys that look like or resemble the shape of a weapon. A child is not allowed to bring BB guns, air soft guns, pocket knives, or any item that may cause harm to themselves, other After School Program participants, staff, or any one in the facility. If the staff discovers that a child is in the possession of a toy that resembles a weapon, the toy will be taken from the child and returned to the parent/legal guardian at the end of the day.

Staff Qualifications

All After School Program counselors are employed by the City of Greensboro. Each counselor has received clearance through a competitive interview process, as well as, drug and background screenings. All staff members are American Red Cross First Aid, CPR and AED certified.

Parent Evaluations

Each year we want to get the opinion of our program parents on the successes and challenges of our program. Your input is of the utmost importance as we begin the planning process for next year. Your answers will be anonymous and are used to help improve the programs and services. Surveys will be sent electronically.

CITY OF GREENSBORO

After School Program

Parent Statement of Understanding

THE FOLLOWING INFORMATION IS IMPORTANT FOR THE SAFETY AND PROTECTION OF YOUR CHILD (REN). PLEASE KEEP AND REFER TO YOUR COPY OF THE PARENT HANDBOOK. YOUR SIGNATURE BELOW INDICATES THAT YOU HAVE RECEIVED A COPY OF THE PARENT HANDBOOK.

I understand that I will not leave my child(ren) at the City of Greensboro After School Program unless a staff member is there to receive and supervise my child(ren).

I understand that I am to be respectful of the City of Greensboro's property and its employees.

I understand that my child(ren) will not be allowed to leave the program with an unauthorized person. Any person authorized to pick up my child(ren) must be listed with the center.

I understand that should a person arrive to pick up my child(ren) who appears to be under the influence of drugs or alcohol they will not be able to pick-up my child(ren) and that staff may contact the police.

I understand that the City of Greensboro is mandated by state law to report any suspected cases of child abuse or neglect to the appropriate authorities for an investigation.

I have received a copy of the Parent Handbook and I have read and understand the statements listed above.

Parent's Name (Date)

Parent's Signature (Date)